

WHAT IS CLAIMED IS:

1. A method of maintaining a website, the method comprising:

providing electronic help on a website;

collecting usage data from the electronic help; and

5 providing at least one report, said report being indicative of the usage
data.

2. The method of maintaining a website of Claim 1, further comprising
modifying the website based on said report.

10 3. The method of maintaining a website of Claim 1, wherein said report is
generated automatically upon receipt of usage data.

15 4. The method of maintaining a website of Claim 1, wherein said usage data
includes a user browser type.

5. The method of maintaining a website of Claim 1, wherein said usage data
includes a user address.

20 6. The method of maintaining a website of Claim 1, wherein said usage data
includes a requested help topic.

7. A system for website help, comprising:

25 a tracking module adapted to track and log movements of a user in a help
environment;

a recording module adapted to record information pertaining to the user
and to the movements; and

a reporting module adapted to report usage of the help environment.

30 8. The system for website help of Claim 7, wherein said recording module is
further adapted to record a user browser type.

9. The system for website help of Claim 7, wherein said recording module is
further adapted to record a user address.

10. The system for website help of Claim 7, wherein said recording module is further adapted to record a requested help topic.